

FROM: Charlotte Wilson (charlotte@samknows.com)
TO: FCC
DATE: Friday 19th May, 2017
SUBJECT: **HOME DASHBOARD TEST DESCRIPTIONS**

Following the Measuring Broadband America Fixed Collaborative meeting on Wednesday 3rd May 2017 there was an action for SamKnows to prepare a document that would include the following information:

- New dashboard tooltips content
- Updated home dashboard screenshots
- Simplified weighting explanation with example

The updated dashboard design and tooltip content is outlined below.

Tooltip Content

This table contains the content for each of the tooltips that will be included in the home dashboard metric cards.

Running tests at different times during the day and night enables us to see how consistently your network performs.

Metric	Description
Download	This is a measure of how many megabytes of music, videos, emails, and pictures you can download in a second.
Upload	This is a measure of how fast you can send a file over the internet from your Whitebox to the servers. Often you're allocated a lower upload speed than download speed, because most of us download more than we upload, but with the popularity of social media, that may be changing.
Latency	This is the total amount of time it takes a packet of data to get from your device to our test servers and back to your device, also known as the round-trip time. This can be important for certain activities such as gaming and real-time comms.
Domain Name System (DNS)	You type in your favorite website - what happens next? The DNS connects that address to the actual website, by using a global naming system for internet connected devices and systems. Simply put, the DNS translates names to the numerical IP addresses needed for locating and identifying computer services and devices. If you've entered the address of your favorite site and it won't load,

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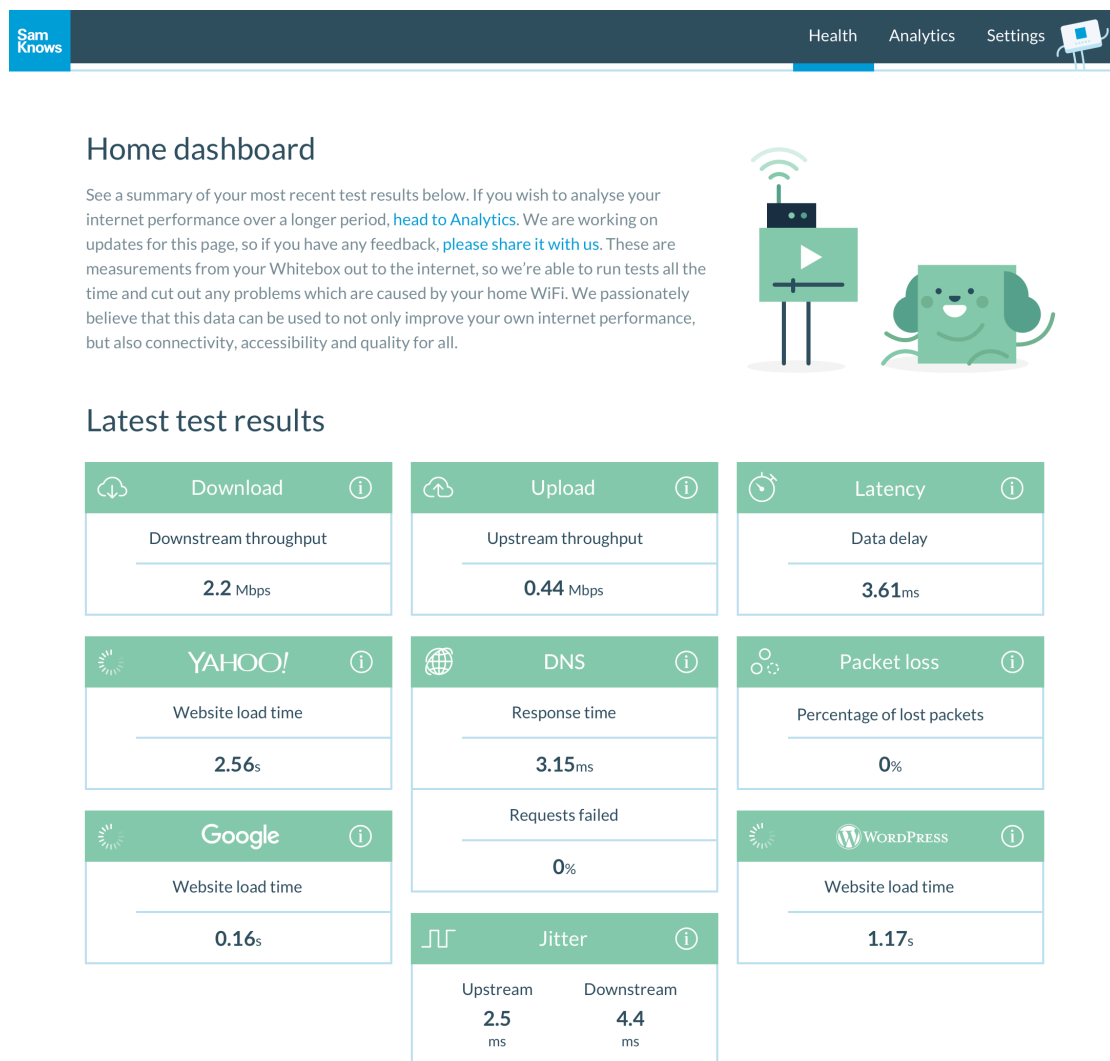
	there may be a DNS problem.
Packet Loss	When your data is sent over a network it's broken down into tiny little 'packets' so that it will fit through tiny little letterboxes at the other end. But just like the real post office sometimes packets go missing. Packet loss is typically caused by network congestion and is measured as a percentage of packets lost with respect to packets sent. While the internet traffic is designed to tolerate a certain amount of packet loss, high packet loss can adversely impact streaming media services and online games.
Jitter (VoIP)	Internet calling is a small miracle, without a consistent connection it can be an incredibly frustrating experience. The Whitebox has special tests that measure call quality and noise levels to make sure you're never left hanging. This is one of our critical application metrics and important if you use your internet connection for voice communication, whether its an important conference call or sharing important news with family members.
Website	We test the load speeds of the most popular websites. This is a sort of combination test that includes download, latency and DNS in one test that accurately mimics real world usage. We record how long it takes to receive all of the assets (images, text, advertisements) on a website.

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Home Dashboard

The image below shows the home dashboard that volunteers will see when they log into the SamKnows One system. As discussed, all thresholding has been removed from this page.

Including the server location is also on the roadmap for the home dashboard and will be added in the next iteration.



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